

SAA – Making Flexible Changes for YOU

083 issued Ticket on SAA,
SA Codeshare & Interline
Partners.
(SA Flight Numbers)

NO

YES

Kindly contact your travel agent
or refer to your issuing Airline

Is the Flight Operating before 31 May 2020?

YES

NO

For your
convenience
visit

Visit FLYSAA.COM
For details
www.FlySaa.com

Travel Advice

Advised not to Travel by
Government Decree

Travel Ban

SAA Flight is operating but
a Government ban is imposed
on Travel

**ROUTE CANCELLATION
DUE TRAVEL BAN**

SAA or Codeshare Partner
flight is cancelled

**ADHOC ROUTE
CANCELLATION**

SAA has cancelled flights

SCHEDULE CHANGE

Change of Time of
Flight

SAA'S POLICY:

1 Free Change. 72 hour rule
suspended. Collect any
difference in Fare and Taxes
WHEN DOES THIS APPLY?
When a Government issues an
advisory to citizens not to
travel unnecessarily.

SAA'S POLICY:

1 Free Change applies. 72
hour rule suspended.
WHEN DOES THIS APPLY?
When a Government issues a
travel ban preventing citizens
or foreigners passage between
selected countries.

SAA'S POLICY:

1 Free Change applies
72 hour rule suspended.
WHEN DOES THIS APPLY?
When SAA or Partner Airline
has cancelled a flight due to a
Travel Ban implemented by a
destination country.

SAA'S POLICY:

1 Free Change OR Rebook
another SAA Flight.
WHEN DOES THIS APPLY?
When SAA cancels flights. If
there is no alternative flight,
then apply for a refund.

SAA'S POLICY:

1 Free Change
Collect difference in Fare and
Taxes.
WHEN DOES THIS APPLY?
When SAA has to reschedule
a flight or has a time change.

SAA Call Centre: +27 11 978 1111
0800 214 774 or 0861 606 606
webhelp@FlySaa.com
OR
Customer Service: +27 11 978 2888
customerservice@FlySaa.com